

INFORMATION DISCLOSURE STATEMENT BY APPLICANT

Complete if Known

Application Number	09/669,486
Filing Date	September 25, 2000
First Named Inventor	Andrew D. Flockhart
Art Unit	3688
Examiner Name	Raquel Alvarez
Attorney Docket Number	4366-20

Sheet 1 of 9

U.S. PATENT DOCUMENTS

Examiner Initials*	Cite No. ¹	Document Number Number-kind Code ^{2 (if known)}	Publication Date MM-DD-YYYY	Name of Patentee of Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear
	1	4163124	07/31/79	Jolissaint	
	2	4567323	01/28/86	Lottes et al	
	3	4788715	11/29/88	Lee	
	4	4797911	01/10/89	Szlam et al.	
	5	5469504	11/21/89	Blaha	
	6	4894857	01/16/90	Szlam et al.	
	7	4953204	08/28/90	Cuschleg, Jr., et al.	
	8	5001710	03/19/91	Gawrys et al.	
	9	5025468	06/18/91	Sikand, et al.	
	10	5097528	03/17/92	Gursahaney et al.	
	11	5101425	03/31/92	Darland	
	12	5164983	11/17/92	Brown et al.	
	13	5185780	02/09/93	Leggett	
	14	4737983	04/12/93	Frauenthal et al.	
	15	5210789	05/11/93	Jeffus et al.	
	16	5214688	05/25/93	Szlam, et al.	
	17	5274700	12/28/93	Gechter et al.	
	18	5278898	01/11/94	Cambray et al.	
	19	5291550	03/01/94	Levy et al	
	20	5299260	03/29/94	Shaio	
	21	5309513	05/03/94	Rose	
	22	5335288	08/02/94	Kelly Jr. et al.	
	23	5335289	08/02/94	Steinlicht	
	24	5390243	02/14/95	Casselman et al.	
	25	5436965	07/25/95	Grossman et al.	
	26	5469503	11/21/95	Butensky et al.	
	27	5473773	12/05/95	Aman et al.	
	28	5479497	12/26/95	Kovarik	
	29	5500795	03/19/96	Powers et al.	
	30	5504894	04/02/96	Ferguson et al.	
	31	5530744	06/25/96	Charalambous et al.	
	32	5537470	07/16/96	Lee	

Examiner
Signature

Date
Considered

*EXAMINER: Initial if reference is considered, whether or not citation is in conformance and not considered. Include copy of this form with next communication to applicant.

ALL REFERENCES CONSIDERED EXCEPT WHERE LINED THROUGH. /R.A./

Substitute for form 1449A/PTO

**INFORMATION DISCLOSURE
STATEMENT BY APPLICANT****Complete if Known**

Application Number	09/669,486
Filing Date	September 25, 2000
First Named Inventor	Andrew D. Flockhart
Art Unit	3688
Examiner Name	Raquel Alvarez
Attorney Docket Number	4366-20

Sheet	2	of	9
-------	---	----	---

33	5537542	07/19/96	Eilert et al.	
34	5444774	08/06/96	Friedes	
35	5544232	08/06/96	Baker et al.	
36	5546452	08/13/96	Andrews et al.	
37	5592542	01/07/97	Honda et al.	
38	5611076	03/11/97	Durflinger et al.	
39	5642515	06/24/97	Jones et al.	
40	5684874	11/04/97	Flockhart et al.	
41	5684964	11/04/97	Powers et al.	
42	5689698	11/18/97	Jones et al.	
43	5703943	12/30/97	Otto	
44	5713014	01/27/98	Durflinger et al.	
45	5742675	04/21/98	Kilander et al.	
46	5748468	05/05/98	Notenboom et al.	
47	5749079	05/05/98	Yong et al.	
48	5752027	05/12/98	Familiar	
49	5754776	05/19/98	Hales et al	
50	5754841	05/19/98	Carino Jr.	
51	5757904	05/26/98	Anderson	
52	5793861	08/11/98	Haigh	
53	5794250	08/11/98	Carino Jr. et al.	
54	5796393	08/18/98	MacNaughton et al.	
55	5802282	09/01/98	Hales et al	
56	5818907	10/06/98	Maloney et al	
57	5825869	10/20/98	Brooks, et al.	
58	5838968	11/17/98	Culbert	
59	5881238	03/09/99	Aman et al.	
60	5889956	03/30/99	Hauser et al.	
61	5903641	05/11/99	Tonisson	
62	5915012	06/22/99	Miloslavsky	
63	5926538	07/20/99	Deryugin et al.	
64	5930786	07/27/99	Carino Jr. et al.	
65	5937051	08/10/99	Hurd et al.	
66	5937402	08/10/99	Pandilt	
67	5940496	08/17/99	Gisby et al.	
68	5943416	08/24/99	Gisby	

Examiner
SignatureDate
Considered

*EXAMINER: Initial if reference is considered, whether or not citation is in conformance and not considered. Include copy of this form with next communication to applicant.

ALL REFERENCES CONSIDERED EXCEPT WHERE LINED THROUGH. /R.A./

Substitute for form 1449A/PTO

**INFORMATION DISCLOSURE
STATEMENT BY APPLICANT****Complete if Known**

Application Number	09/669,486
Filing Date	September 25, 2000
First Named Inventor	Andrew D. Flockhart
Art Unit	3688
Examiner Name	Raquel Alvarez
Attorney Docket Number	4366-20

Sheet	3	of	9
-------	---	----	---

69	5948065	09/07/99	Eilert et al.	
70	5960073	09/28/99	Kikinis et al.	
71	5963635	10/05/99	Szlam et al.	
72	5963911	10/05/99	Walker et al.	
73	5970132	10/19/99	Brady	
74	5974135	10/26/99	Breneman et al.	
75	5974462	10/26/99	Aman et al.	
76	5987117	11/16/99	McNeil et al.	
77	5991392	11/23/99	Miloslavsky	
78	5996013	11/30/99	Delp et al.	
79	5999963	12/07/99	Bruno et al.	
80	6011844	01/04/00	Uppaluru et al.	
81	6012144	01/04/00	Pickett	
82	6021428	02/01/00	Miloslavsky	
83	6038293	03/14/00	Mcnevey et al.	
84	6044144	03/28/00	Becker et al.	
85	6044355	03/28/00	Crockett et al.	
86	6052723	04/18/00	Ginn	
87	6055308	04/25/00	Miloslavsky et al.	
88	6058435	05/02/00	Sassin , et al.	
89	6084954	07/04/00	Harless	
90	6115462	09/05/00	Servi et al.	
91	6151571	11/21/00	Pertrushin	
92	6154769	11/28/00	Cherkasova et al.	
93	6175564	01/16/01	Miloslavsky et al.	
94	6178441	01/23/01	Elnozahy	
95	6182059	01/30/01	Angotti , et al.	
96	6185292	02/06/01	Miloslavsky	
97	6215865	04/10/01	McCalmont	
98	6226377	05/01/01	Donaghue Jr.	
99	6229819	05/08/01	Darland et al.	
100	6230183	05/08/01	Yocom et al.	
101	6233333	05/15/01	Dezonmo	
102	6240471	05/29/01	Eastwick	
103	6259969	07/10/01	Tackett et al	
104	6263066	07/17/01	Shtivelman , et al.	

Examiner
SignatureDate
Considered

*EXAMINER: Initial if reference is considered, whether or not citation is in conformance and not considered. Include copy of this form with next communication to applicant.

ALL REFERENCES CONSIDERED EXCEPT WHERE LINED THROUGH. /R.A./

Substitute for form 1449A/PTO

**INFORMATION DISCLOSURE
STATEMENT BY APPLICANT****Complete if Known**

Application Number	09/669,486
Filing Date	September 25, 2000
First Named Inventor	Andrew D. Flockhart
Art Unit	3688
Examiner Name	Raquel Alvarez
Attorney Docket Number	4366-20

Sheet	4	of	9
-------	---	----	---

	105	6263359	07/17/01	Fong et al.	
	106	6272544	08/07/01	Mullen	
	107	6275806	08/14/01	Pertrushin	
	108	6275812	08/14/01	Haq et al	
	109	6275991	08/14/01	Erlin	
	110	6278777	08/21/01	Morley	
	111	6292550	09/18/01	Burritt	
	112	6353810	03/05/02	Pertrushin	
	113	6356632	03/12/02	Foster et al.	
	114	6389400	05/14/02	Bushey et al	
	115	6389132	05/14/02	Price	
	116	6424709	07/23/02	Doyle et al.	
	117	6426950	07/30/02	Mistry	
	118	6427137	07/30/02	Pertrushin	
	119	6434230	08/13/02	Gabriel	
	120	6449358	09/10/02	Anisimov et al	
	121	6449646	09/10/02	Sikora et al.	
	122	6463148	10/08/02	Brady	
	123	6463415	10/08/02	St. John	
	124	6480826	11/12/02	Pertrushin	
	125	6490350	12/03/02	McDuff et al.	
	126	6535601	03/18/03	Flockhart et al	
	127	6560330	05/06/03	Gabriel	
	128	6560649	05/06/03	Mullen et al.	
	129	6560707	05/06/03	Curtis et al	
	130	6563920	05/13/03	Flockhart et al	
	131	6574329	06/03/03	Takeuchi, et al.	
	132	6614903	09/02/03	Flockhart et al	
	133	6650748	11/18/03	Edwards et al	
	134	6697457	02/24/04	Petrushin	
	135	6704409	03/09/04	Dilip et al.	
	136	6707903	03/16/04	Burok et al	
	137	6714643	03/30/04	Gargeya et al.	
	138	6724884	04/20/04	Jensen, et al.	
	139	6741699	05/25/04	Flockhart et al.	
	140	6754333	06/22/04	Flockhart et al.	

Examiner
SignatureDate
Considered

*EXAMINER: Initial if reference is considered, whether or not citation is in conformance and not considered. Include copy of this form with next communication to applicant.

ALL REFERENCES CONSIDERED EXCEPT WHERE LINED THROUGH. /R.A./

Substitute for form 1449A/PTO

**INFORMATION DISCLOSURE
STATEMENT BY APPLICANT****Complete if Known**

Application Number	09/669,486
Filing Date	September 25, 2000
First Named Inventor	Andrew D. Flockhart
Art Unit	3688
Examiner Name	Raquel Alvarez
Attorney Docket Number	4366-20

Sheet	5	of	9
-------	---	----	---

	141	6947543	09/20/05	Alvarado et al	
	142	7035927	04/25/06	Flockhart et al	
	143	7158628	01/02/07	McConnell et al.	
	144	7366779	04/29/08	Crawford	
	145	2002/0194002	12/19/02	Pertushin	
	146	2003/0174830	09/18/03	Boyer et al	
	147	2003/0177017	09/18/03	Boyer et al	
	148	2004/0203878	10/14/04	Thomson	
	149	2005/0071211	03/31/05	Flockhart et al.	
	150	2007/0230681	10/04/07	Boyer et al.	
	151	2008/0275751	11/06/08	Flockhart et al.	
	152	2008/0275752	11/06/08	Flockhart et al.	
	153	2008/0275766	11/06/08	Flockhart et al.	
	154	11/000686		Flockhart (11/30/2004)	

FOREIGN PATENT DOCUMENTS

Examiner Initials*	Cite No. ¹	Foreign Patent Document Country Code ³ ; Number ⁴ ; Kind Code ⁵ (if known)	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear	T ⁶
	155	CA 2143198	01/19/95	ERICSSON TELEFON AB L M		
	156	CA 2174762	03/07/96	MOTOROLA INC		
	157	EP 0501189	09/02/92	IBM		
	158	EP 0740450	10/30/96	IBM		
	159	EP 0772335	05/07/97	LUCENT TECHNOLOGIES INC		
	160	EP 0855826	07/29/98	LUCENT TECHNOLOGIES INC		

Examiner Signature		Date Considered	
-----------------------	--	--------------------	--

*EXAMINER: Initial if reference is considered, whether or not citation is in conformance and not considered. Include copy of this form with next communication to applicant.

ALL REFERENCES CONSIDERED EXCEPT WHERE LINED THROUGH. /R.A./

Substitute for form 1449A/PTO

**INFORMATION DISCLOSURE
STATEMENT BY APPLICANT****Complete if Known**

Application Number	09/669,486
Filing Date	September 25, 2000
First Named Inventor	Andrew D. Flockhart
Art Unit	3688
Examiner Name	Raquel Alvarez
Attorney Docket Number	4366-20

Sheet	6	of	9
-------	---	----	---

161	EP 0863651	09/09/98	LUCENT TECHNOLOGIES INC		
162	EP 1091307	04/11/01	LUCENT TECHNOLOGIES INC		
163	EP 1150236	10/31/01	AVAYA TECHNOLOGY CORP		
164	EP 899673	03/03/99	AT & T CORP		
165	EP 998108	05/03/00	LUCENT TECHNOLOGIES INC		
166	GB 2273418	06/15/94	ROCKWELL INTERNATIONAL CORP		
167	GB 2290192	12/13/95	SIEMENS ROLM COMM INC		
168	JP 07-134743	05/23/95	DAITO GAKKI KK		(Translated abstract)
169	JP 10-173780	06/26/98	FUJITSU LTD		(Translated abstract)
170	JP 10-304073	11/13/98	LUCENT TECHNOLOGIES INC		(Translated abstract and believed to correspond to US 5982873)
171	JP 10-304074	11/13/98	LUCENT TECHNOLOGIES INC		(Translated abstract and believed to correspond to US 5905793)
172	JP 11-017806	01/22/99	HITACHI LTD		(Translated abstract)
173	JP 11-163860	06/18/99	AT & T CORP		(Translated abstract)

Examiner Signature		Date Considered	
--------------------	--	-----------------	--

*EXAMINER: Initial if reference is considered, whether or not citation is in conformance and not considered. Include copy of this form with next communication to applicant.

ALL REFERENCES CONSIDERED EXCEPT WHERE LINED THROUGH. /R.A./

Substitute for form 1449A/PTO

**INFORMATION DISCLOSURE
STATEMENT BY APPLICANT****Complete if Known**

Application Number	09/669,486
Filing Date	September 25, 2000
First Named Inventor	Andrew D. Flockhart
Art Unit	3688
Examiner Name	Raquel Alvarez
Attorney Docket Number	4366-20

Sheet 7 of 9

174	JP 11-514515	12/07/99			(Translated abstract)
175	JP 2000-092213	03/31/00	LUCENT TECHNOLOGIES INC		(Translated abstract)
176	WO 96/07141	03/07/96	MOTOROLA INC		
177	WO 98/56207	12/10/98	ERICSSON TELEFON AB L M		
178	WO 99/65214	12/16/99	GENESYS TELECOMM LAB INC		

OTHER ART (Including Author, Title, Date, Pertinent Pages, etc.)

Examiner Initials*	Cite No. ¹	
	179	"Applications, NPRI's Predictive Dialing Package," Computer Technology (Fall 1993), p. 86.
	180	"Call Center Software You Can't Outgrow," Telemarketing® (Jul. 1993), p. 105.
	181	"Domain Name Services," available at http://www.pism.com/chapt09/chapt09.html , downloaded March 31, 2003, 21 pages
	182	"Internet Protocol Addressing," available at http://samspade.org/d/ipdns.html , downloaded March 31, 2003, 9 pages
	183	"Product Features," Guide to Call Center Automation, Brock Control Systems, Inc., Activity Managers Series™, Section 5 - Company B120, p. 59, 1992.
	184	"Product Features," Guide to Call Center Automation, CRC Information Systems, Inc., Tel-ATHENA, Section 5 - Company C520, p. 95, 1992.
	185	"VAST™, Voicelink Application Software for Teleservicing®," System Manager User's Guide, Digital Systems (1994), pp. ii, vii-ix, 1-2, 2-41 through 2-77.

Examiner
SignatureDate
Considered

*EXAMINER: Initial if reference is considered, whether or not citation is in conformance and not considered. Include copy of this form with next communication to applicant.

ALL REFERENCES CONSIDERED EXCEPT WHERE LINED THROUGH. /R.A./

INFORMATION DISCLOSURE STATEMENT BY APPLICANT

Complete if Known

Application Number	09/669,486
Filing Date	September 25, 2000
First Named Inventor	Andrew D. Flockhart
Art Unit	3688
Examiner Name	Raquel Alvarez
Attorney Docket Number	4366-20

Sheet 8 of 9

186	Ahmed, Sarah, "A Scalable Byzantine Fault Tolerant Secure Domain Name System," thesis submitted to Massachusetts Institute of Technology, Department of Electrical Engineering and Computer Science, January 22, 2001, 101 pages
187	Avaya, Inc. Business Advocate Options, at http://www.avaya.com , downloaded on 2/15/03, Avaya, Inc. 2003
188	Avaya, Inc. Business Advocate Product Summary, at http://www.avaya.com , downloaded on 2/15/03, Avaya, Inc. 2003, 3 pages
189	Avaya, Inc. CentreVu Advocate, Release 9, User Guide, December 2000
190	Avaya, Inc., "Better Implementation of IP in Large Networks," Avaya, Inc. 2002, 14 pages
191	Avaya, Inc., "The Advantages of Load Balancing in the Multi-Call Center Enterprise," Avaya, Inc., 2002, 14 pages
192	Avaya, Inc., "Voice Over IP Via Virtual Private Networks: An Overview," Avaya, Inc., February 2001, 9 pages
193	BACKGROUND OF THE INVENTION for the above-captioned application (previously provided)
194	Bellsouth Corp., "Frequently Asked Questions - What is a registrar?," available at https://registration.bellsouth.net/NASApp/DNSWebUI/FAQ.jsp , downloaded March 31, 2003, 4 pages
195	Chavez, David, et al., "Avaya MultiVantage Software: Adapting Proven Call Processing for the Transition to Converged IP Networks," Avaya, Inc., August 2002
196	Coles, Scott, "A Guide for Ensuring Service Quality In IP Voice Networks," Avaya, Inc., 2002, pp 1-17
197	Dawson, "NPRI's Powerguide, Software Overview" Call Center Magazine (Jun. 1993), p. 85.
198	E. Noth et al., "Research Issues for the Next Generation Spoken": University of Erlangen-Nuremberg, Bavarian Research Centre for Knowledge-Based Systems, at http://www5.informatik.uni-erlangen.de/literature/psdir/1999/Noeth99:RIF.ps.gz , printed 2/10/03; 8 pages
199	Foster, Robin, et al., "Avaya Business Advocate and its Relationship to Multi-Site Load Balancing Applications," Avaya, Inc., March 2002, 14 pages
200	GEOTEL Communications Corporation Web site printout entitled "Intelligent CallRouter" Optimizing the Interaction Between Customers and Answering Resources., 1998, 6 pages

Examiner
Signature

Date
Considered

*EXAMINER: Initial if reference is considered, whether or not citation is in conformance and not considered. Include copy of this form with next communication to applicant.

ALL REFERENCES CONSIDERED EXCEPT WHERE LINED THROUGH. /R.A./

**INFORMATION DISCLOSURE
STATEMENT BY APPLICANT****Complete if Known**

Application Number	09/669,486
Filing Date	September 25, 2000
First Named Inventor	Andrew D. Flockhart
Art Unit	3688
Examiner Name	Raquel Alvarez
Attorney Docket Number	4366-20

Sheet	9	of	9
-------	---	----	---

201	John H.L. Hansen and Levent M. Arsian, Foreign Accent Classification Using Source Generator Based Prosodic Features, IEEE Proc. ICASSP, Vol. 1, pp. 836-839, Detroit USA (May 1995)
202	L.F. Lamel and J.L. Gauvain, Language Identification Using Phone-Based Acoustic Likelihood, ICASSP-94, date unknown; 4 pages.
203	Levent M. Arsian and John H.L. Hansen, Language Accent Classification in American English, Robust Speech Processing Laboratory, Duke University Department of Electrical Engineering, Durham, NC, Technical Report RSPL-96-7, revised 1/29/96. Pp1-16
204	Levent M. Arsian, Foreign Accent Classification in American English, Department of Electrical Computer Engineering, Duke University, Thesis, pages 1-200 (1996).
205	MIT Project Oxygen, Pervasive, Human-Centered Computing (MIT Laboratory for Computer Science) (June 2000) pgs 1-15
206	Presentation by Victor Zue, The MIT Oxygen Project, MIT Laboratory for Computer Science (April 25-26,2000) 9 pages
207	Stevenson et al.; "Name Resolution in Network and Systems Management Environments"; http://netman.cit.buffalo.edu/Doc/DStevenson/NR-NMSE.html ; printed 3/31/03; 16 pages
208	International Preliminary Examination Report for International (PCT) Patent Application No. PCT/US01/29109, mailed July 19, 2004 (Attorney's Ref. No. 4366-20-PCT)
209	International Search Report for International (PCT) Patent Application No. PCT/US01/29109, mailed November 23, 2001 (Attorney's Ref. No. 4366-20-PCT)
210	Written Opinion for International (PCT) Patent Application No. PCT/US01/29109, mailed July 22, 2003 (Attorney's Ref. No. 4366-20-PCT)

Examiner Signature	/Raquel Alvarez/	Date Considered	06/22/2010
-----------------------	------------------	--------------------	------------

*EXAMINER: Initial if reference is considered, whether or not citation is in conformance and not considered. Include copy of this form with next communication to applicant.

ALL REFERENCES CONSIDERED EXCEPT WHERE LINED THROUGH. /R.A./